

**Metropolitan Library System
Circulation Forum
Capitol Hill Library
August 3, 2011
1:30pm -4:00pm**

Present – Julie Ballou (NW), Cheryl Mann (CC), Denise Ryan (BUS), Patty Ortiz (SO), Emmy Verdin-Crowe (MC), Jo Nita White (HR), Mary Sholly (DN), Tory Gray (DN), Janet Bowen (BE), Jerry O’Hare (BE), Crystal Easley (DC), Sheila Fixel (DC), Linda Jameson (DC), Crystal Suppes (MC), Nancy Slusar (WA), Lori Mullooly (WA), Sally Phillips (SO), Doyle Wilcox (ED), Tindle Arnold (CT), Jonathan Tolle (CH), Lee Mata (CH), Lisa Myers (VI), Ngoc Nguyen (VI)

Guest – Linda Hyams(HUM)

- I. Julie Ballou called the meeting to order at 1:30pm and welcomed the group. She thanked Emmy and Jonathan for providing the refreshments.
- II. Linda Hyams introduced a “What Would You Do?” activity and passed out copies of the MLS Rules of Conduct. Everyone divided up into four groups and discussed a list of questions related to circulation and security. The groups shared responses and discussed what best practices would be for each situation.
- III. Julie Ballou reviewed the proposed Netbook Guidelines and asked for input.
 - It was suggested that postcards be included in the PR Kit for customers to address to themselves for proof of address.
 - The group discussed their concerns about staff issuing cards that were not experienced or current with circulation practices. The proposed guidelines currently indicate that “a minimum of 2 employees are required for presentations, one must have regularly worked circulation within the past 2 years, the other is the speaker.” The group requested that this be clarified or restricted further.
 - The group asked for resources to be available for confirming that addresses are in the service area.
 - The question was asked as to how stops and special stops would look in the new software.
 - The group was concerned as to whether there would be guidelines for how the netbooks would be handled if they were used during an evening event and were taken home by an employee at the end of the day.
 - It was also noted that the library card applications should have a place to mark when a card was remotely issued.
- IV. Cheryl Mann reviewed MLS Policy AL212.1, Issuing Cards During Group Visits. She said that everything in the policy will apply to cards remotely issued for groups except for the statement that says:

For any students that already have library cards that have outstanding fines and/or delinquencies, provide a printout of their transaction record to take home to the parent or guardian.

Cheryl said that the new software will not allow staff to view or print out the transaction record. She showed a sample form that she is working on that staff could use to provide the customer

with as much information as is available including total fines, the number of damaged items, and the number of items long overdue.

Cheryl shared the following reminders:

- Customers do not need a receipt to get refunds for L/P items that have been found as the customer record will show L/P items that have been paid for or L/F if the item was paid for and found, but the fund has not been given. If it is no longer on the customer's record, the six months for refunds has expired or a refund has been already from a library or from the Business Office. You can call Circulation Control to find out if a check has been generated.
- Anytime you make an adjustment for a customer paying multiple damaged items you must do them one at a time. If you try to clear multiple items it will show up as you taking the money even if you zero it out.
- Always transfer an old card on to a new one: Old School Card to new School card, A primary card to an Annual Fee card, old name to a new name, Student card to an Adult card, etc..
- Do not give out library card numbers out over the phone or items that or check out to a person. You may give a number of books like you have 2 Adult non-fiction books and 3 children book and 5 paperbacks.

V. Denise Ryan was introduced to the group. She receives and handles the library deposits in the Business Office. Any of the questions that circulation staff asked Betty Scott before should now be directed to Denise. Denise's extension is 3797.

- Denise said that on July 1 she began entering deposit information on a new form. The form requires that the employee counting the deposit be listed by their first and last name so she asked that everyone clearly print their first and last name on the deposit forms. If staff members use a shortened version of their name it is fine as long as they are always consistent with the format.
- If there are any problems with the deposit, call Denise and she can have it unlocked to make corrections.
- Be careful counting rolled coins. When they are received they are dated and marked by library, so errors that show up when they are opened and counted will still reflect on that library.
- Denise told everyone that she was checking into counterfeit pens that would help staff identify counterfeit bills. A counterfeit \$20 was recently sent in from one of the libraries.

VI. Linda Hyams shared Security news and updates

- There is now an MLS Detective program that identifies customers who have items that are 60 days overdue, duplicate items, and/or total \$500. Jimmy Welch, Kay Bauman, and Linda all review the list. This has helped the library identify customers to contact about returning materials. Linda said that she calls customers and most return materials. Those who do not return the materials, pay for lost items, or make arrangements to take care of the problem are being sent ban letters. Linda passed around copies of the MLS Detective report and examples of ban letters.
- Special stops are placed on cards of customers that are banned for financial reasons so that it won't drop off after 3 years.
- Linda reminded everyone that they can take payment from someone other than the customer, but that if they give a receipt it should be from a receipt book or a note on library stationary.

- If a customer comes in and they have a special stop, they can still update their contact information. They just can't be issued a new card.
- Staff can limit the number of items checked out on a topic. This should be done under the library manager's direction.

VII. Linda introduced a "Rules of Conduct" activity.

- Everyone discussed how they would address a variety of Rules of Conduct violations in the most positive and constructive way possible. Linda reminded everyone that education is the first step and that the education or warning should focus on what behavior is causing the problem.
- She passed out copies of the "Keys to Setting Limits" and reviewed the information. The keys are:
 - ✓ Your instructions are simple and clear. Explain why the behavior is unacceptable or why you can't help them.
 - ✓ Your response or request is reasonable.
 - ✓ You can enforce your guidelines. Don't make up your own rules. There is a difference between local library rules vs. library policies which the Library Commission has approved.